



MANAGER OF BIKE PROGRAM

FC: ADM000023
PB: H
FLSA: Exempt

PC: 890
BU: 31 (AFSCME)
Revised: June 2015

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Manages all aspects of the BART Bike Program including program planning, ongoing operations, capital development, external relationships, policy, security, and communications; develops and implements customer service driven policies and procedures; provides highly complex administrative support to the Department Manager, Customer Access; and performs related duties as assigned.

CLASS CHARACTERISTICS

This class administers the implementation of one or more of the District's Customer Access programs. The work is accomplished through the supervision of subordinate staff and consultants. This position is distinguished from the Department Manager, Customer Access in that the latter has overall responsibility for all the activities and operations of the Customer Access Department within the Office of Planning and Budget.

REPORTS TO:

This position reports to the Department Manager, Customer Access or his/her designee.

EXAMPLES OF DUTIES - *Duties may include, but are not limited to, the following:*

1. Assumes supervisory responsibility for assigned bicycle access services and activities including the development of services, long and short term planning, procurement, negotiation and management of the contracts; monitors program results.
2. Develops and implements goals, objectives, policies and priorities for bike program; recommends and administers policies and procedures in assigned program areas; receives input from customers, staff, and Board regarding ongoing corrections or adjustments to bike program plans.
3. Monitors and evaluates the efficiency and effectiveness of the bike access program.

4. Responsible for the design and construction of new bicycle facilities including project concept, financing, design, approvals, construction, and management.
5. Manages contracts to operate attended and self-serve bike stations; maintains eLocker facilities; anticipates future bike station demand and upkeeps the cleanliness and operations at all times.
6. Monitors and implements measures to ensure bicycle security and combat bike theft; responds to incidents in real time and works with BART police to minimize bike theft; manages efforts to communicate proper bike storage through videos, paper publications, signage and outreach events.
7. Works with staff and Board to implement and revise current bicycle access policy as needed; design and implement research to determine effectiveness of current policies; initiate customer communications to convey and enforce bike policy.
8. Prepares reports and recommendations for presentation to the Board of Directors and presents these reports to the Board and other agencies.
9. Directs and reviews assigned aspects of the preparation, publication and distribution of passenger publications and promotional materials; manages relevant sections of the BART website, paper publications, video communications, Board memos and presentations, and acts as the media subject matter expert for bicycle access issues.
10. Serves as a liaison for the Customer Access Department with other divisions, departments, outside agencies; negotiates, and resolves sensitive and controversial issues.
11. Attends and participates in professional group meetings, stays abreast of new trends, innovations and legislation in assigned areas.
12. Responds to and resolves difficult sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

- Operational characteristics, services and activities of a bicycle access program for a mass transit district.
- Principles and procedures of maintaining and constructing bicycle stations and facilities.
- Principles and practices of mass transit.
- Principles and practices of transportation planning.

- Principles and practices of budget preparation and administration.
- Principles of joint program administration.
- Principles of contractual administration and compliance.

Skill in:

- Directing the planning, design and implementation of a bicycle access program.
- Interpreting, analyzing and applying Federal, State and local policies, laws and regulations.
- Communicating clearly and concisely both orally and in writing.
- Presenting reports and recommendations to the BART Board of Directors and other decision-making bodies.
- Administering contracts and managing contracted staff.
- Preparing and administering large program budgets.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in transportation, planning, engineering, public administration, business administration or a closely related field from an accredited college or university.

Experience:

Four (4) years of (full-time equivalent) verifiable professional transportation planning experience which must have included procuring and managing contracts and at least one (1) year of administrative or supervisory experience.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record. Must be able to travel to meetings in a variety of locations and facilities.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A Bachelor's degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

May require maintaining physical condition necessary for sitting for prolonged periods of time. Driving a vehicle and walking through station environments and facilities.

EEOC Code: 01

Safety Sensitive Designation: No

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